

# RMA FORM

- Fields marked with \* are mandatory
- Please read Terms & Conditions (on the bottom of this form)
- For infrastructure and outside EU repair - email the form to repair.emea@motorolasolutions.com
- Customer Care will create the RMA number for you and update the form
- Please print this form and attach to your shipment

**Email:** repair.emea@motorolasolutions.com  
**Tel:** +44 207 019 0461 / 0800 731 3496

**Encrypted units, ASTRO/LEX11/  
 MXP600 devices:**  
 CTDI Germany  
 Erfurter Höhe 10a  
 99610 Sömmerda  
 Germany  
 Attn.: Motorola Solutions Repair

**Other units:**  
 CTDI Poland,  
 Logistyczna 7  
 05090 Sękocin Stary  
 Poland  
 Attn.: Motorola Solutions Repair

## CUSTOMER INFORMATION

Customer number *	<input type="text"/>
RMA# (infrastructure, outside-EU)	<input type="text"/>

Customer PO number	<input type="text"/>
Customer reference	<input type="text"/>

## RETURN ADDRESS DETAILS

Return company name *	<input type="text"/>
Return full address * <small>(Street No., Apt. No.,        Post Code, City, Country)</small>	<input type="text"/>

Contact name (attn.) *	<input type="text"/>
Email address *	<input type="text"/>
Phone number	<input type="text"/>

## INVOICE ADDRESS DETAILS

Company name *	<input type="text"/>
Invoice full address * <small>(Street No., Apt. No.,        Post Code, City, Country)</small>	<input type="text"/>

Contact name *	<input type="text"/>
Email address *	<input type="text"/>
Phone number	<input type="text"/>

## SHIPPING INFORMATION

Is the unit shipped in a secure box?  YES  NO

Security tag numbers (seals)	<input type="text"/>
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## UNIT INFORMATION

Serial number *	<input type="text"/>
Part number / Model *	<input type="text"/>
Option (Features)	<input type="text"/>
Software version	<input type="text"/>

Software upgrade allowed  YES  NO

Note: For Mototrbo Repair requiring Mainboard replacement, Firmware cannot be downgraded

Upgrade to the latest software  Return unrepaired

Is the unit encrypted or controlled? \*  YES Type:   NO

End user Name and Address * <small>(Only for ATEX, Encrypted and outside EU units)</small>	<input type="text"/>
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Unit and Fault description	<input type="text"/>
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<b>ACCESSORIES SUPPLIED</b>	<input type="checkbox"/> Battery	<input type="checkbox"/> Clip	<input type="checkbox"/> Microphone	Other:
	<input type="checkbox"/> Antenna	<input type="checkbox"/> Control Head	<input type="checkbox"/> Headset	

## FAULT INFORMATION\* - Please choose at least one option

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Dead            | <input type="checkbox"/> Display – Error       | <input type="checkbox"/> Cannot Read / Program | <input type="checkbox"/> Battery / Charging Problem |
| <input type="checkbox"/> Does not log in | <input type="checkbox"/> Physical damage       | <input type="checkbox"/> No / Low reception    | <input type="checkbox"/> Constant tone              |
| <input type="checkbox"/> Liquid damage   | <input type="checkbox"/> No / Low transmission | <input type="checkbox"/> No Signaling          | <input type="checkbox"/> Chemical damage            |
| <input type="checkbox"/> No/ Low Audio   | <input type="checkbox"/> No Squelch            |  |   |

Repair Code:	<input type="text"/>
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## SERVICE\* - Please choose one option

- Warranty
- Billed repair - with quotation  
If quote is rejected, a fee will be charged - 60 EUR (or equivalent in your local currency)
- Billed repair - no quotation  
Fixed price from the official price catalogue will be charged
- Contract (or Site ID) Contract No.:
- Advance exchange Contract No.:
- Scrap per Customer request

## TERMS & CONDITIONS:

- A copy of this form (with RMA number whenever applicable) is to be included with defective unit upon shipment.
- Do not send consumable items – batteries, antennas, cables, SIM/memory cards - unless related to the nature of the fault.
- Please note that a 60 euro handling fee, or equivalent, might apply if a quotation is not approved within 30 days of being issued, rejected, or disputed.
- Handling fees will also be charged for devices shipped to the incorrect repair location. Please be aware that warranty may be void if any unauthorised activities are detected.
- If warranty/contract is not confirmed, a quotation will be issued.
- Turn around time will be in accordance with your entitlement.
- If the software upgrade is not part of the repair then a charge may be applied.
- Most accessories are non-repairable. Faulty accessories will only be exchanged under warranty. In case warranty expired customer should purchase a new accessory.
- Faulty accessories should not be shipped to the Repair Center; exchange should be requested by completing the RMA form and emailing it to repair.emea@motorolasolutions.com.
- For Mototrbo, customer codeplug could potentially be non compatible with new (higher) FW version. In such case depot will state "Customer codeplug is not compatible with the new version FW, please reprogram the radio" in repair summary and a default codeplug will be loaded.
- For codeplug programming, if chosen by default, any return bounce unit which is related to codeplug, will not be processed as a bounce job.
- By submitting repairs that are deemed to be for ATEX/IECEX products, you understand and agree to have the responsibility to ensure the ATEX/IECEX repair certification documents sent out with the repaired radios are sent to the user/owner.